

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California  
Department of Technology Services

Statewide Telecommunications  
and Network Division

Category:

**Acquisition of  
Telecommunications  
Systems & Services**

Chapter Title:

**CALNET Exemption  
Requests and Non-  
CALNET  
Acquisitions**

Chapter Number:

**0442.0**

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## PURPOSE

To provide information and requirements for [non-exempt state agencies](#) to meet when requesting an [exemption](#) from [mandatory](#) services included in the most current California Integrated Information Network Master Services Agreement, known as the [CALNET](#) MSA. It also outlines the conditions that must be met for other non-CALNET telecommunications acquisitions.

For information regarding project delegation (which may be required even if an exemption is granted), see STMM Chapter [443.0](#).

## POLICY

### General

All California government agencies are highly encouraged to utilize the CALNET MSA because of ease of acquisition, the economic benefits, interoperability for voice and data services, the convenience of a single point of contact for provisioning and maintenance, and other benefits. In addition, MSAs are available for other telecommunications products and services such as consultant services, payphones, and cellular telephones that provide cost effective benefits and ease of acquisition. Exemption requests apply only to **non-exempt state agencies**.

**Non-exempt state agencies** are required to utilize the CALNET MSA to obtain **mandatory** telecommunications and network services, unless an **exemption** has been granted by the Department of Technology Services-Statewide Telecommunications and Network Division (DTS-STND). [Exempt state agencies](#) and departments are encouraged, but not required, to use the CALNET MSA to purchase services.

[Non-State agencies](#) may utilize the CALNET MSA by signing an [Authorization to Order \(ATO\)](#) agreement for specific services. They are generally required to acquire those services from the CALNET MSA for the term of the ATO agreement. Eligible **local agencies** with an **ATO** agreement have no **mandatory** or [non-mandatory](#) acquisition restrictions imposed by the state except that those services listed on their specific **ATO** agreement are **mandatory** to purchase from the CALNET MSA as long as the agreement is in effect.

**All acquisitions by state agencies must be consistent with state acquisition policies, guidelines and delegations.**

### **Exemption Requests**

**Non-exempt state agencies** with a compelling business reason to use alternative providers for **mandatory** CALNET MSA service offerings, must submit a written exemption request to the DTS-STND for evaluation and approval prior to purchasing services elsewhere for each specific telecommunications project or acquisition.

**Exemption** requests must:

- Apply to a specific telecommunications project or acquisition;
- Provide pertinent and specific information on the proposed services and why they are needed;
- Explain the ramifications if the need is not met; and,
- Explain why services from the CALNET MSA would not meet the designated need.

An **exemption** may be granted if the agency successfully demonstrates that:

- CALNET services are unsuitable to meet the agency's business needs due to lack of features, functionality, availability, or service levels; or
- The costs of an alternative product or service provider are substantially below (about 20%) the costs of similar products or services available under the CALNET MSA including comparable [service level agreements \(SLAs\)](#), network support, diversity, survivability, recoverability, scalability and other related factors; and, a separately bid contract with alternative product or service providers will not unduly interfere with the state's goal of maintaining a statewide consolidated wide area network.

### **Non-CALNET Acquisitions**

When the CALNET MSA does not meet agency business requirements, alternative telecommunications or network services may be obtained through acquisition vehicles outside of CALNET such as [California Multiple Award Schedules \(CMAS\) contracts](#) and other **separately bid contracts/MSAs** or **acquisitions** under one or more of the following conditions:

- a) Exempt state agencies for all telecommunications products and services;

- b) **Eligible local** agencies for products and services that are not specifically included on their CALNET Authorization to Order (ATO);
- c) **Non-exempt state agencies** for **non-mandatory** products and services;
- d) **Non-exempt** state agency with an **approved exemption request** by the DTS-STND to purchase specific **mandatory** services outside of CALNET;
- e) **Non-exempt** state agency with a [Feasibility Study Report \(FSR\)](#) submitted that proposes use of telecommunications and/or network services outside CALNET, and is reviewed by the DTS-STND and that portion approved in coordination with the Department of Finance (DOF);
- f) **Non-exempt** state agency or **non-state agencies** with a CALNET ATO for the specific services, may obtain substitute service if the substitute service clause of the MSA applies (CALNET, Rider A, Section 20), and the DTS-STND determines that there is no suitable replacement service available on CALNET after consultation with affected customers, the CALNET Contractor(s), and others as appropriate; or
- g) Any agency may replace a specific service that the DTS-STND determines must be **off-ramped** (discontinued) consistent with the CALNET MSA, after consultation with affected customers, the CALNET contractor(s), and others as appropriate.

**Be aware that using CMAS or other contracts for telecommunications services may not provide the comparable Service Level Agreements (SLAs); comparable rights and remedies for vendor defaults; or comprehensive system installations as is available under the CALNET MSA.**

## RESPONSIBILITIES

- Agency
  - 1. Will identify the need for an **exemption** and explain the request in writing.
    - The exemption request must contain the information outlined in the policy above, and in the procedures below.
    - Submit the **exemption** request and a copy of the proposed **FSR** (if any) to the DTS-STND prior to or at the same time as submitting it to the DOF.
  - 2. Will agree to maintain a central file of granted exemptions and the related acquisition documents. This file must be made available to DTS-STND upon request for audit purposes.
  - 3. Will comply with the **exemption** response from DTS-STND, and all related policies, standards, and guidelines.

- **DTS-STND**

1. Will review and research **exemption** requests, coordinate with the appropriate parties, and decide on those requests.
2. Will coordinate with the agency to develop and/or assist with alternate solutions.
3. Will serve as a resource regarding telecommunications policy information and guidance for CALNET and non-CALNET acquisitions.

## **PROCEDURES**

To obtain **mandatory** telecommunications services from a source other than the CALNET MSA, a **non-exempt** state agency must submit a written exemption request to the DTS, Deputy Director, Statewide Telecommunications and Network Division and include the following information:

1. Identify the specific services needed, including the number, type, and location of services;
2. The length and terms of the contract commitment, and any requirements or commitments to early termination or optional contract extension;
3. The cost of the proposed services, in total and by specific contract item;
4. Name of the service provider, if available;
5. The reason why the agency requests exemption from the requirements of the CALNET MSA (as discussed in the Policy for Exemption Requests above); and
6. Fax or mail the exemption request to:

**Fax:** (916) 657-9129  
Attn: Deputy Director,  
Statewide Telecommunications  
and Network Division

**Mail:** Department of Technology Services  
Statewide Telecommunications  
and Network Division  
P.O. Box 1810 STND F-14  
Rancho Cordova, CA 95741-1810  
Attn: Deputy Director

## **AUTHORITY AND REFERENCES**

Governor's Reorganization Plan No. 2 (GRP2) Government Code (GC) Section  
[11541-11544](#)